



## Strengthen Municipal Workforce Capacity to Address Homelessness

### Action Updates

This action has been revised for the **current certification cycle**. Edits are highlighted in yellow. (Last updated 2023)

### Objective

Develop an informed and coordinated response to homelessness within the municipality and in collaboration with the Coordinated Access Networks (CANs).

Complementary Actions:

- [Participate in Equity Training](#)
- [Increase Public Support and Awareness for Efforts to End Homelessness](#)
- [Collect and Share Homelessness Data](#)
- [Provide or Mobilize Resources to Address Homelessness](#)

### What to Do

1. Designate and train a municipal representative on homeless services in your municipality.
  - a. Designate a municipal employee, elected leader, other individual officially designated by the municipality to serve as the liaison for homeless services in your municipality. Such person should either be a member of your municipality's Sustainability Team or meet with the Sustainability Team at least annually. Post the name, title, and contact information of such person on your municipal website and other relevant platforms. Have your municipal liaison meet with a representative of your municipality's Coordinated Access Network (CAN) at least once per quarter; or attend at least one CAN meeting per quarter. Knowing your CAN improves your community's capacity to respond to homelessness. Note: If your municipality has a designated webpage for sharing homelessness resources as part of the Sustainable CT Action Increase Awareness and Support Efforts to End Homelessness, you may post the information for your designated municipal representative there. **(5 points)**

**Submit:** A hyperlink and a screenshot of the webpage that shows your designated municipal liaison for homeless services and a brief description of the relationship between your Sustainability Team and your designated point of contact for homeless services.

**Timeframe for Credit:** Eligible for new action credit and rolling credit. This action falls under the action type "Committee/Task Force/Position Creation" (see "Timeframe for Credit" Guidance Document for submission requirements).

- b. Have your designated municipal liaison for homelessness participate in at least three trainings related to addressing homelessness. The three trainings must include one training on race equity and homelessness and one training on CAN function and shelter diversion. Topics for the third training may include, but are not limited to: principles of the "housing first" approach to homelessness; the impact of domestic violence on category 4 of homelessness;

trauma-informed care; mental health first aid (including mobile crisis and other emergency response teams); diversion for specific populations (minors and youth, elders, people with disabilities, people with mental illness or substance use disorder, domestic abuse survivors, people affected by incarceration); and best practices for community resources (such as access to vital records, basic necessities such as food, water, clothing and other personal necessities, job training, transportation access, internet access, child care, and health care access).

As long as your liaison attends at least three trainings, points may be earned for other municipal staff or elected officials who attend trainings.

- Designated municipal liaison for homelessness attend 3 trainings = **5 points**
- Designated municipal liaison for homelessness, municipal staff, and/or elected officials attend between 4 and 10 trainings (total) = **10 points**
- Designated municipal liaison for homelessness, municipal staff, and/or elected officials attend more than 10 trainings (total) = **15 points**

**Note:** Activities that are used to earn points toward this Action may not be used to earn points toward any other Sustainable CT event or training action (i.e., no “double-counting”).

**Submit:** For each training, the name and contact information of the individual who attended the training and the name of the training, date(s) it occurred, and the organization that provided the training.

**Timeframe for Credit:** Eligible for new action credit. This action falls under the action type “Events, Meetings, Trainings” (see “Timeframe for Credit” Guidance Document for submission requirements).

2. In collaboration with your municipality's Coordinated Access Network (CAN), develop a municipal Task Force to address homelessness, or use your Sustainability Team or other existing municipal group. The Task Force should ideally be composed of representatives from each municipal department that engages with individuals and families experiencing homelessness. Its exact composition will depend on your community and may include: an official community liaison from the police force serving the community, library staff, schools, youth services, senior services, family services, transportation staff, vital records offices, hospitals, public health staff, corrections officials, finance staff, and elected officials. The Task Force should ideally support your homeless services liaison in developing a comprehensive list of every individual or household experiencing homelessness and should meet at least quarterly to review the housing status of every person on the list (see also Sustainable CT Action Collect and Share Homelessness Data). Municipalities are encouraged to collaborate as appropriate. **(10 points)**

Municipalities may allocate funding to recruit one or more members to the Task Force who have lived experience of homelessness for an additional **5 points**.

**Submit:** A list of names and titles of current Task Force members and at least one additional piece of documentation related to the meetings, such as an agenda, minutes, presentation, or photographs. At least one set of minutes should include a mission statement for the Task Force, and a description of how the mission is aligned with CAN goals.

**Timeframe for Credit:** Eligible for new action credit and rolling credit. This action falls under the action type “Committee/Task Force/Position Creation” (see “Timeframe for Credit” Guidance Document for submission requirements).

3. In collaboration with your CAN, have your municipal Task Force or liaison create a resource-sharing forum for all social service providers working in your town. The platform may be any secure, readily accessible, and shareable repository for employees of social services organizations, and it must contain resources

specific to your municipality. Examples might include local community organizations, local emergency funding sources, and known mutual aid networks. If there are emerging needs for resources to support groups experiencing homelessness, such as refugees and immigrants, people with disabilities, LGBTQIA+ individuals, and BIPOC, and those with needs related to mental or behavioral health or substance use disorder, the repository should include such information. The list may be shared with the municipalities immediately adjoining yours to broaden the area where a person experiencing homelessness might find emergency assistance, without extending the area to the whole CAN or involving other parts of the state. **(10 points)**

**Submit:** Hyperlink to your municipality's resource repository.

**Timeframe for Credit:** Eligible for new action credit and rolling credit. This action falls under the action type "Data Tracking/Benchmarking and Meeting Performance Metrics" (see "Timeframe for Credit" Guidance Document for submission requirements).

## Timeframe for Credit

Actions can either be "New" or considered for "Rolling Credit."

**New Action Credit.** Any action completed within the past three years (from January 1 of the year seeking certification) is eligible for potential certification points. If you are applying for recertification in your year of expiration, you may not claim *New Action Credit* for items that previously received credit.

**Rolling Credit.** For any action older than three years (from January 1 of the year seeking certification), you must demonstrate ongoing, currently relevant, and meaningful impact in your community to be considered for certification points. If you are applying for recertification in your year of expiration, you must apply for *Rolling Credit* for any item that previously received credit, even if it was completed within the past three years.

View the "Timeframe for Credit" Guidance Document for detailed submission requirements.

## Engaging Partners

Sustainable CT encourages regional collaboration and other forms of partnership. For every action, please complete the "partners" box in your submission, indicating the name(s) of any municipalities and/or organizations you partnered with (if any) and a brief description of your municipality's role. For additional information, please see the Partners Guidance Document.

## Potential Municipal and Community Collaborators

Key collaborators to implement this action include representatives from Human Services, Youth Services and Youth Service Bureaus, Senior Services, library staff, law enforcement, tax collection, vital records, public works, the registrar of voters, parking enforcement, business districts or downtown associations, healthcare providers, hospital emergency departments, soup kitchens or pantries, churches and congregations, courthouses, school districts, mental/behavioral health providers, community non-profits, and cultural centers. Regional entities including Coordinated Access Networks, DEMHS regional coordinator, Local Health Department, Local Mental Health Authority, Council of Governments, AMTRAK and state police troops, state parks may help in implementing this action.

## Benefits

Coordination between departments allows for municipal employees with varying roles and duties within the municipality and/or surrounding region to contribute to a coordinated response to homelessness. The municipality can then take a systematic approach towards meeting the housing needs of residents experiencing

homelessness.

**For a complete list of funding opportunities, implementation resources, and success stories specific to this action, please visit the full Action write-up on the [Sustainable CT Actions webpage](#).**